

Enterprise Incident Report October 2012

As of 11/1/2012

Commerce

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number - First Contact Resolution | | | |
|------------------|----------------------|-------------------------------------|--|---------|--------|-----------|
| | | | High | Low | Medium | FCR Total |
| Commerce | Application Services | Paul Lundell | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Tony Larsen | 0 0 | 3 0 | 0 0 | 3 0 |
| | | Assigned to Individual Total | 0 0 | 4 0 | 0 0 | 4 0 |
| | Application Support | Derral Sorensen | 0 0 | 7 0 | 0 0 | 7 0 |
| | | Jason Back | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Karen Duncan | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Michele Orrell | 0 0 | 3 0 | 0 0 | 3 0 |
| | | Mya Taaffe | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 14 0 | 0 0 | 14 0 |
| | Capitol Hosting | Jake Vandenberghe | 1 0 | 0 0 | 0 0 | 1 0 |
| | | Mycah Mattox | 1 0 | 0 0 | 0 0 | 1 0 |

Enterprise Incident Report October 2012

As of 11/1/2012

Commerce

| | | | High | Low | Medium | FCR Total |
|----------|-------------------------|-------------------------------------|------|-----|--------|-----------|
| Commerce | Capitol Hosting | Assigned to Individual Total | 2 | 0 | 0 | 2 |
| | | | 0 | 0 | 0 | 0 |
| | Enterprise Security | Jay Watson | 0 | 1 | 0 | 1 |
| | | | 0 | 0 | 0 | 0 |
| | | Assigned to Individual Total | 0 | 1 | 0 | 1 |
| | | | 0 | 0 | 0 | 0 |
| | Help Desk | Brenda Treadway | 0 | 4 | 0 | 4 |
| | | | 0 | 4 | 0 | 4 |
| | | Eileen Dubach | 0 | 1 | 0 | 1 |
| | | | 0 | 1 | 0 | 1 |
| | | James Stearns | 0 | 1 | 1 | 2 |
| | | | 0 | 1 | 1 | 2 |
| | | Julie VanBeekum | 0 | 13 | 0 | 13 |
| | | | 0 | 13 | 0 | 13 |
| | | Vicky Marrelli | 0 | 2 | 0 | 2 |
| | | | 0 | 2 | 0 | 2 |
| | | Assigned to Individual Total | 0 | 21 | 1 | 22 |
| | | | 0 | 21 | 1 | 22 |
| | Metro A Desktop Support | Eric Sedgwick | 0 | 1 | 0 | 1 |
| | | | 0 | 0 | 0 | 0 |
| | | Nancy Hachmeister | 0 | 3 | 0 | 3 |
| | | | 0 | 0 | 0 | 0 |
| | Metro A Help Desk | Rodney Austin | 0 | 15 | 0 | 15 |
| | | | 0 | 9 | 0 | 9 |
| | | Assigned to Individual Total | 0 | 19 | 0 | 19 |
| | | | 0 | 9 | 0 | 9 |
| | Metro A Help Desk | Ed Conrad | 0 | 7 | 0 | 7 |
| | | | 0 | 6 | 0 | 6 |

Enterprise Incident Report October 2012

As of 11/1/2012

Commerce

| | | | High | Low | Medium | FCR Total |
|----------|--------------------------|------------------------|------|-----|--------|-----------|
| Commerce | Metro A Help Desk | Edward Fortner | 0 | 5 | 0 | 5 |
| | | | 0 | 5 | 0 | 5 |
| | | Liz Evans | 0 | 2 | 0 | 2 |
| | | | 0 | 2 | 0 | 2 |
| | | Assigned to Individual | 0 | 14 | 0 | 14 |
| | | Total | 0 | 13 | 0 | 13 |
| | Metro A Hosting | Tom Carney | 0 | 1 | 0 | 1 |
| | | | 0 | 0 | 0 | 0 |
| | | Assigned to Individual | 0 | 1 | 0 | 1 |
| | | Total | 0 | 0 | 0 | 0 |
| | Strategic Communications | Dennis Rogers | 0 | 2 | 0 | 2 |
| | | | 0 | 0 | 0 | 0 |
| | | Kerry Williamson | 0 | 1 | 0 | 1 |
| | | | 0 | 0 | 0 | 0 |
| | | Luis Larios | 0 | 2 | 0 | 2 |
| | | | 0 | 0 | 0 | 0 |
| | Voice Operations | Gail Christiansen | 0 | 1 | 0 | 1 |
| | | | 0 | 0 | 0 | 0 |
| | | Assigned to Individual | 0 | 1 | 0 | 1 |
| | | Total | 0 | 0 | 0 | 0 |
| | Voice/Data/WAN Services | Greg Blessing | 0 | 1 | 0 | 1 |
| | | | 0 | 0 | 0 | 0 |
| | | Mark Thomas | 0 | 1 | 0 | 1 |
| | | | 0 | 0 | 0 | 0 |
| | | Assigned to Individual | 0 | 2 | 0 | 2 |
| | | Total | 0 | 0 | 0 | 0 |

Enterprise Incident Report October 2012

As of 11/1/2012

Commerce

| | | High | Low | Medium | FCR Total |
|------------------------|----------------------|------|-----|--------|-----------|
| Commerce | Assigned Group Total | 2 | 82 | 1 | 85 |
| | | 0 | 43 | 1 | 44 |
| Customer Company Total | | 2 | 82 | 1 | 85 |
| | | 0 | 43 | 1 | 44 |

Enterprise Incident Report October 2012

As of 11/1/2012

Commerce

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number - Missed Initial Response | | | |
|------------------|----------------------|-------------------------------------|---|---------|--------|-----------|
| | | | High | Low | Medium | MIR Total |
| Commerce | Application Services | Paul Lundell | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Tony Larsen | 0 0 | 3 1 | 0 0 | 3 1 |
| | | Assigned to Individual Total | 0 0 | 4 1 | 0 0 | 4 1 |
| | Application Support | Derral Sorensen | 0 0 | 7 1 | 0 0 | 7 1 |
| | | Jason Back | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Karen Duncan | 0 0 | 2 2 | 0 0 | 2 2 |
| | | Michele Orrell | 0 0 | 3 0 | 0 0 | 3 0 |
| | | Mya Taaffe | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 14 3 | 0 0 | 14 3 |
| | Capitol Hosting | Jake Vandenberghe | 1 0 | 0 0 | 0 0 | 1 0 |
| | | Mycah Mattox | 1 0 | 0 0 | 0 0 | 1 0 |

Enterprise Incident Report October 2012

As of 11/1/2012

Commerce

| | | | High | Low | Medium | MIR Total |
|----------|-------------------------|------------------------------|--------|---------|--------|-----------|
| Commerce | Capitol Hosting | Assigned to Individual Total | 2 0 | 0 0 | 0 0 | 2 0 |
| | Enterprise Security | Jay Watson | 0 0 | 1 1 | 0 0 | 1 1 |
| | | Assigned to Individual Total | 0 0 | 1 1 | 0 0 | 1 1 |
| | Help Desk | Brenda Treadway | 0 0 | 4 0 | 0 0 | 4 0 |
| | | Eileen Dubach | 0 0 | 1 0 | 0 0 | 1 0 |
| | | James Stearns | 0 0 | 1 0 | 1 0 | 2 0 |
| | | Julie VanBeekum | 0 0 | 13 0 | 0 0 | 13 0 |
| | | Vicky Marrelli | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Assigned to Individual Total | 0 0 | 21 0 | 1 0 | 22 0 |
| | Metro A Desktop Support | Eric Sedgwick | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Nancy Hachmeister | 0 0 | 3 0 | 0 0 | 3 0 |
| | | Rodney Austin | 0 0 | 15 0 | 0 0 | 15 0 |
| | | Assigned to Individual Total | 0 0 | 19 0 | 0 0 | 19 0 |
| | Metro A Help Desk | Ed Conrad | 0 0 | 7 0 | 0 0 | 7 0 |

Enterprise Incident Report October 2012

As of 11/1/2012

Commerce

| | | | High | Low | Medium | MIR Total |
|----------|--------------------------|-------------------------------------|--------|---------|--------|-----------|
| Commerce | Metro A Help Desk | Edward Fortner | 0 0 | 5 0 | 0 0 | 5 0 |
| | | Liz Evans | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Assigned to Individual Total | 0 0 | 14 0 | 0 0 | 14 0 |
| | Metro A Hosting | Tom Carney | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 1 0 | 0 0 | 1 0 |
| | Strategic Communications | Dennis Rogers | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Kerry Williamson | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Luis Larios | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Assigned to Individual Total | 0 0 | 5 0 | 0 0 | 5 0 |
| | Voice Operations | Gail Christiansen | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 1 0 | 0 0 | 1 0 |
| | Voice/Data/WAN Services | Greg Blessing | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Mark Thomas | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 2 0 | 0 0 | 2 0 |

Enterprise Incident Report October 2012

As of 11/1/2012

Commerce

| | | High | Low | Medium | MIR Total |
|------------------------|----------------------|------|-----|--------|-----------|
| Commerce | Assigned Group Total | 20 | 825 | 10 | 855 |
| Customer Company Total | | 20 | 825 | 10 | 855 |

Enterprise Incident Report October 2012

As of 11/1/2012

Commerce

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number -Average time in hours | | | |
|------------------|----------------------|-------------------------------------|--|------------|-----------|-------------|
| | | | High | Low | Medium | ATTIR Total |
| Commerce | Application Services | Paul Lundell | 0 0.00 | 1 0.14 | 0 0.00 | 1 0.14 |
| | | Tony Larsen | 0 0.00 | 3 0.46 | 0 0.00 | 3 0.46 |
| | | Assigned to Individual Total | 0 0.00 | 4 0.38 | 0 0.00 | 4 0.38 |
| | Application Support | Derral Sorensen | 0 0.00 | 7 0.31 | 0 0.00 | 7 0.31 |
| | | Jason Back | 0 0.00 | 1 0.71 | 0 0.00 | 1 0.71 |
| | | Karen Duncan | 0 0.00 | 2 4.58 | 0 0.00 | 2 4.58 |
| | | Michele Orrell | 0 0.00 | 3 0.00 | 0 0.00 | 3 0.00 |
| | | Mya Taaffe | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | Assigned to Individual Total | 0 0.00 | 14 0.86 | 0 0.00 | 14 0.86 |
| | Capitol Hosting | Jake Vandenberghe | 1 0.34 | 0 0.00 | 0 0.00 | 1 0.34 |
| | | Mycah Mattox | 1 0.06 | 0 0.00 | 0 0.00 | 1 0.06 |

Enterprise Incident Report October 2012

As of 11/1/2012

Commerce

| | | | High | Low | Medium | ATTIR Total |
|----------|-------------------------|------------------------------|-----------|------------|-----------|-------------|
| Commerce | Capitol Hosting | Assigned to Individual Total | 2 0.20 | 0 0.00 | 0 0.00 | 2 0.20 |
| | Enterprise Security | Jay Watson | 0 0.00 | 1 5.21 | 0 0.00 | 1 5.21 |
| | | Assigned to Individual Total | 0 0.00 | 1 5.21 | 0 0.00 | 1 5.21 |
| | Help Desk | Brenda Treadway | 0 0.00 | 4 0.04 | 0 0.00 | 4 0.04 |
| | | Eileen Dubach | 0 0.00 | 1 0.58 | 0 0.00 | 1 0.58 |
| | | James Stearns | 0 0.00 | 1 0.00 | 1 0.00 | 2 0.00 |
| | | Julie VanBeekum | 0 0.00 | 13 0.06 | 0 0.00 | 13 0.06 |
| | | Vicky Marrelli | 0 0.00 | 2 0.00 | 0 0.00 | 2 0.00 |
| | | Assigned to Individual Total | 0 0.00 | 21 0.07 | 1 0.00 | 22 0.07 |
| | Metro A Desktop Support | Eric Sedgwick | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | Nancy Hachmeister | 0 0.00 | 3 0.04 | 0 0.00 | 3 0.04 |
| | | Rodney Austin | 0 0.00 | 15 0.08 | 0 0.00 | 15 0.08 |
| | | Assigned to Individual Total | 0 0.00 | 19 0.07 | 0 0.00 | 19 0.07 |
| | Metro A Help Desk | Ed Conrad | 0 0.00 | 7 0.00 | 0 0.00 | 7 0.00 |

Enterprise Incident Report October 2012

As of 11/1/2012

Commerce

| | | | High | Low | Medium | ATTIR Total |
|----------|--------------------------|-------------------------------------|-----------|------------|-----------|-------------|
| Commerce | Metro A Help Desk | Edward Fortner | 0 0.00 | 5 0.06 | 0 0.00 | 5 0.06 |
| | | Liz Evans | 0 0.00 | 2 0.00 | 0 0.00 | 2 0.00 |
| | | Assigned to Individual Total | 0 0.00 | 14 0.02 | 0 0.00 | 14 0.02 |
| | Metro A Hosting | Tom Carney | 0 0.00 | 1 0.10 | 0 0.00 | 1 0.10 |
| | | Assigned to Individual Total | 0 0.00 | 1 0.10 | 0 0.00 | 1 0.10 |
| | Strategic Communications | Dennis Rogers | 0 0.00 | 2 0.42 | 0 0.00 | 2 0.42 |
| | | Kerry Williamson | 0 0.00 | 1 0.29 | 0 0.00 | 1 0.29 |
| | | Luis Larios | 0 0.00 | 2 0.40 | 0 0.00 | 2 0.40 |
| | | Assigned to Individual Total | 0 0.00 | 5 0.39 | 0 0.00 | 5 0.39 |
| | Voice Operations | Gail Christiansen | 0 0.00 | 1 0.12 | 0 0.00 | 1 0.12 |
| | | Assigned to Individual Total | 0 0.00 | 1 0.12 | 0 0.00 | 1 0.12 |
| | Voice/Data/WAN Services | Greg Blessing | 0 0.00 | 1 0.21 | 0 0.00 | 1 0.21 |
| | | Mark Thomas | 0 0.00 | 1 0.17 | 0 0.00 | 1 0.17 |
| | | Assigned to Individual Total | 0 0.00 | 2 0.19 | 0 0.00 | 2 0.19 |

Enterprise Incident Report October 2012

As of 11/1/2012

Commerce

| | | High | Low | Medium | ATTIR Total |
|------------------------|----------------------|-----------|------------|-----------|-------------|
| Commerce | Assigned Group Total | 2 0.20 | 82 0.30 | 1 0.00 | 85 0.29 |
| Customer Company Total | | 2 0.20 | 82 0.30 | 1 0.00 | 85 0.29 |

Enterprise Incident Report October 2012

As of 11/1/2012

Commerce

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number - Missed Resolution | | | |
|------------------|----------------------|-------------------------------------|---|---------|--------|----------|
| | | | High | Low | Medium | MR Total |
| Commerce | Application Services | Paul Lundell | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Tony Larsen | 0 0 | 3 0 | 0 0 | 3 0 |
| | | Assigned to Individual Total | 0 0 | 4 0 | 0 0 | 4 0 |
| | Application Support | Derral Sorensen | 0 0 | 7 2 | 0 0 | 7 2 |
| | | Jason Back | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Karen Duncan | 0 0 | 2 1 | 0 0 | 2 1 |
| | | Michele Orrell | 0 0 | 3 1 | 0 0 | 3 1 |
| | | Mya Taaffe | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 14 4 | 0 0 | 14 4 |
| | Capitol Hosting | Jake Vandenberghe | 1 0 | 0 0 | 0 0 | 1 0 |
| | | Mycah Mattox | 1 0 | 0 0 | 0 0 | 1 0 |

Enterprise Incident Report October 2012

As of 11/1/2012

Commerce

| | | | High | Low | Medium | MR Total |
|----------|-------------------------|------------------------------|--------|---------|--------|----------|
| Commerce | Capitol Hosting | Assigned to Individual Total | 2 0 | 0 0 | 0 0 | 2 0 |
| | Enterprise Security | Jay Watson | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 1 0 | 0 0 | 1 0 |
| | Help Desk | Brenda Treadway | 0 0 | 4 0 | 0 0 | 4 0 |
| | | Eileen Dubach | 0 0 | 1 0 | 0 0 | 1 0 |
| | | James Stearns | 0 0 | 1 0 | 1 0 | 2 0 |
| | | Julie VanBeekum | 0 0 | 13 0 | 0 0 | 13 0 |
| | | Vicky Marrelli | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Assigned to Individual Total | 0 0 | 21 0 | 1 0 | 22 0 |
| | Metro A Desktop Support | Eric Sedgwick | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Nancy Hachmeister | 0 0 | 3 0 | 0 0 | 3 0 |
| | | Rodney Austin | 0 0 | 15 0 | 0 0 | 15 0 |
| | | Assigned to Individual Total | 0 0 | 19 0 | 0 0 | 19 0 |
| | Metro A Help Desk | Ed Conrad | 0 0 | 7 0 | 0 0 | 7 0 |

Enterprise Incident Report October 2012

As of 11/1/2012

Commerce

| | | | High | Low | Medium | MR Total |
|----------|--------------------------|-------------------------------------|--------|---------|--------|----------|
| Commerce | Metro A Help Desk | Edward Fortner | 0 0 | 5 0 | 0 0 | 5 0 |
| | | Liz Evans | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Assigned to Individual Total | 0 0 | 14 0 | 0 0 | 14 0 |
| | Metro A Hosting | Tom Carney | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 1 0 | 0 0 | 1 0 |
| | Strategic Communications | Dennis Rogers | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Kerry Williamson | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Luis Larios | 0 0 | 2 1 | 0 0 | 2 1 |
| | | Assigned to Individual Total | 0 0 | 5 1 | 0 0 | 5 1 |
| | Voice Operations | Gail Christiansen | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 1 0 | 0 0 | 1 0 |
| | Voice/Data/WAN Services | Greg Blessing | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Mark Thomas | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 2 0 | 0 0 | 2 0 |

Enterprise Incident Report October 2012

As of 11/1/2012

Commerce

| | | High | Low | Medium | MR Total |
|------------------------|----------------------|------|-----|--------|----------|
| Commerce | Assigned Group Total | 20 | 825 | 10 | 855 |
| Customer Company Total | | 20 | 825 | 10 | 855 |

Enterprise Incident Report October 2012

As of 11/1/2012

Commerce

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number - Average time in hours | | | |
|------------------|----------------------|-------------------------------------|---|-------------|-----------|-------------|
| | | | High | Low | Medium | ATTR Total |
| Commerce | Application Services | Paul Lundell | 0 0.00 | 1 3.07 | 0 0.00 | 1 3.07 |
| | | Tony Larsen | 0 0.00 | 3 1.58 | 0 0.00 | 3 1.58 |
| | | Assigned to Individual Total | 0 0.00 | 4 1.95 | 0 0.00 | 4 1.95 |
| | Application Support | Derral Sorensen | 0 0.00 | 7 70.10 | 0 0.00 | 7 70.10 |
| | | Jason Back | 0 0.00 | 1 1.18 | 0 0.00 | 1 1.18 |
| | | Karen Duncan | 0 0.00 | 2 139.74 | 0 0.00 | 2 139.74 |
| | | Michele Orrell | 0 0.00 | 3 8.02 | 0 0.00 | 3 8.02 |
| | | Mya Taaffe | 0 0.00 | 1 0.66 | 0 0.00 | 1 0.66 |
| | | Assigned to Individual Total | 0 0.00 | 14 56.86 | 0 0.00 | 14 56.86 |
| | Capitol Hosting | Jake Vandenberghe | 1 2.72 | 0 0.00 | 0 0.00 | 1 2.72 |
| | | Mycah Mattox | 1 0.15 | 0 0.00 | 0 0.00 | 1 0.15 |

Enterprise Incident Report October 2012

As of 11/1/2012

Commerce

| | | | High | Low | Medium | ATTR Total |
|----------|-------------------------|------------------------------|-----------|------------|-----------|------------|
| Commerce | Capitol Hosting | Assigned to Individual Total | 2 1.43 | 0 0.00 | 0 0.00 | 2 1.43 |
| | Enterprise Security | Jay Watson | 0 0.00 | 1 5.21 | 0 0.00 | 1 5.21 |
| | | Assigned to Individual Total | 0 0.00 | 1 5.21 | 0 0.00 | 1 5.21 |
| | Help Desk | Brenda Treadway | 0 0.00 | 4 0.04 | 0 0.00 | 4 0.04 |
| | | Eileen Dubach | 0 0.00 | 1 0.92 | 0 0.00 | 1 0.92 |
| | | James Stearns | 0 0.00 | 1 0.00 | 1 0.00 | 2 0.00 |
| | | Julie VanBeekum | 0 0.00 | 13 0.09 | 0 0.00 | 13 0.09 |
| | | Vicky Marrelli | 0 0.00 | 2 0.00 | 0 0.00 | 2 0.00 |
| | | Assigned to Individual Total | 0 0.00 | 21 0.11 | 1 0.00 | 22 0.11 |
| | Metro A Desktop Support | Eric Sedgwick | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | Nancy Hachmeister | 0 0.00 | 3 0.14 | 0 0.00 | 3 0.14 |
| | | Rodney Austin | 0 0.00 | 15 0.23 | 0 0.00 | 15 0.23 |
| | | Assigned to Individual Total | 0 0.00 | 19 0.20 | 0 0.00 | 19 0.20 |
| | Metro A Help Desk | Ed Conrad | 0 0.00 | 7 0.13 | 0 0.00 | 7 0.13 |

Enterprise Incident Report October 2012

As of 11/1/2012

Commerce

| | | | High | Low | Medium | ATTR Total |
|----------|--------------------------|-------------------------------------|-----------|------------|-----------|------------|
| Commerce | Metro A Help Desk | Edward Fortner | 0 0.00 | 5 0.24 | 0 0.00 | 5 0.24 |
| | | Liz Evans | 0 0.00 | 2 0.00 | 0 0.00 | 2 0.00 |
| | | Assigned to Individual Total | 0 0.00 | 14 0.15 | 0 0.00 | 14 0.15 |
| | Metro A Hosting | Tom Carney | 0 0.00 | 1 0.23 | 0 0.00 | 1 0.23 |
| | | Assigned to Individual Total | 0 0.00 | 1 0.23 | 0 0.00 | 1 0.23 |
| | Strategic Communications | Dennis Rogers | 0 0.00 | 2 2.32 | 0 0.00 | 2 2.32 |
| | | Kerry Williamson | 0 0.00 | 1 0.29 | 0 0.00 | 1 0.29 |
| | | Luis Larios | 0 0.00 | 2 4.52 | 0 0.00 | 2 4.52 |
| | | Assigned to Individual Total | 0 0.00 | 5 2.80 | 0 0.00 | 5 2.80 |
| | Voice Operations | Gail Christiansen | 0 0.00 | 1 0.12 | 0 0.00 | 1 0.12 |
| | | Assigned to Individual Total | 0 0.00 | 1 0.12 | 0 0.00 | 1 0.12 |
| | Voice/Data/WAN Services | Greg Blessing | 0 0.00 | 1 0.88 | 0 0.00 | 1 0.88 |
| | | Mark Thomas | 0 0.00 | 1 0.99 | 0 0.00 | 1 0.99 |
| | | Assigned to Individual Total | 0 0.00 | 2 0.94 | 0 0.00 | 2 0.94 |

Enterprise Incident Report October 2012

As of 11/1/2012

Commerce

| | | High | Low | Medium | ATTR Total |
|------------------------|----------------------|------|-------|--------|------------|
| Commerce | Assigned Group Total | 2 | 82 | 1 | 85 |
| | | 1.43 | 10.29 | 0.00 | 9.96 |
| Customer Company Total | | 2 | 82 | 1 | 85 |
| | | 1.43 | 10.29 | 0.00 | 9.96 |

Enterprise Incident Report October 2012

As of 11/1/2012

Commerce

Detail

| | | | | | | | |
|------------------------|---|--|-----------------------------|------------------------------|--------|------------------------------------|----------------|
| INC000000554386 | Julie Price Application Support | None Derral Sorensen | None Commerce | None Low | Closed | TIR Missed: No TTR Missed: Yes | 0.28 475.84 |
| INC000000570714 | Anthony Carrillo Application Support | None Michele Orrell | None Commerce | None Low | Closed | TIR Missed: No TTR Missed: Yes | 0.00 24.06 |
| INC000000570878 | Louise McMillian Application Support | None Karen Duncan | None Commerce | None Low | Closed | TIR Missed: Yes TTR Missed: Yes | 6.57 276.89 |
| INC000000585963 | Carla Westbroek Help Desk | Print/Copy/Scan/Fax Julie VanBeekum | Incident Commerce | None Low | Closed | TIR Missed: No TTR Missed: No | 0.39 0.88 |
| INC000000586158 | Carla Westbroek Strategic Communications | EIS Hardware Luis Larios | None Commerce | None Low | Closed | TIR Missed: No TTR Missed: Yes | 0.29 6.25 |
| INC000000586303 | Tom Brady Help Desk | Application Brenda Treadway | Password Commerce | Utah Master Directory Low | Closed | TIR Missed: No TTR Missed: No | 0.18 0.18 |
| INC000000586766 | Jody Colvin Help Desk | Print/Copy/Scan/Fax Eileen Dubach | Paper Jam Commerce | None Low | Closed | TIR Missed: No TTR Missed: No | 0.58 0.92 |
| INC000000586842 | Bowen Call Metro A Help Desk | Application Edward Fortner | Reporting Commerce | Novell GroupWise Low | Closed | TIR Missed: No TTR Missed: No | 0.03 0.50 |
| INC000000586927 | Louise McMillian Application Support | Application Mya Taaffe | None Commerce | None Low | Closed | TIR Missed: No TTR Missed: No | 0.00 0.66 |
| INC000000586971 | Carolyn Dennis Strategic Communications | EIS Hardware Kerry Williamson | None Commerce | None Low | Closed | TIR Missed: No TTR Missed: No | 0.29 0.29 |
| INC000000587022 | Jody Colvin Strategic Communications | EIS Hardware Dennis Rogers | Printer Commerce | None Low | Closed | TIR Missed: No TTR Missed: No | 0.62 4.41 |
| INC000000587060 | Julie Price Metro A Desktop Support | Print/Copy/Scan/Fax Nancy Hachmeister | Toner/Fuser/Ink Commerce | None Low | Closed | TIR Missed: No TTR Missed: No | 0.00 0.26 |
| INC000000587170 | Abdinasir Abdulle Help Desk | Application Brenda Treadway | Password Commerce | Novell GroupWise Low | Closed | TIR Missed: No TTR Missed: No | 0.00 0.00 |
| INC000000587227 | Robyn Barkdull Application Services | Application Tony Larsen | None Commerce | Novell GroupWise Low | Closed | TIR Missed: Yes TTR Missed: No | 1.09 1.80 |
| INC000000587371 | Cyndy Nelson Metro A Help Desk | Network Edward Fortner | Incident Commerce | None Low | Closed | TIR Missed: No TTR Missed: No | 0.17 0.17 |
| INC000000587727 | Mary Price Application Support | Print/Copy/Scan/Fax Derral Sorensen | None Commerce | None Low | Closed | TIR Missed: Yes TTR Missed: No | 1.60 1.60 |

Enterprise Incident Report October 2012

As of 11/1/2012

Commerce

| | | | | | | | |
|------------------------|--------------------------|-------------------|--------------|----------------------------------|--------|-----------------|------|
| INC000000587782 | Julie Price | EIS Hardware | None | None | | TIR Missed: No | 0.23 |
| | Strategic Communications | Dennis Rogers | Commerce | Low | Closed | TTR Missed: No | 0.23 |
| INC000000588172 | Mary Price | PC/Laptop | None | None | | TIR Missed: No | 0.09 |
| | Help Desk | Julie VanBeekum | Commerce | Low | Closed | TTR Missed: No | 0.09 |
| INC000000588204 | Leah Lindstrom | Application | Error | Employee Gateway | | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Commerce | Low | Closed | TTR Missed: No | |
| INC000000588617 | Mary Price | None | None | None | | TIR Missed: No | 0.07 |
| | Application Support | Derral Sorensen | Commerce | Low | Closed | TTR Missed: No | 0.07 |
| INC000000588677 | Kim Quach | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Help Desk | Julie VanBeekum | Commerce | Low | Closed | TTR Missed: No | 0.00 |
| INC000000589134 | Julie Price | EIS Hardware | None | None | | TIR Missed: No | 0.52 |
| | Strategic Communications | Luis Larios | Commerce | Low | Closed | TTR Missed: No | 2.79 |
| INC000000589575 | John Schijf | Application | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Help Desk | Vicky Marrelli | Commerce | Low | Closed | TTR Missed: No | 0.00 |
| INC000000589693 | Pamela Bennett | Application | Reporting | Novell GroupWise | | TIR Missed: No | 0.14 |
| | Application Services | Paul Lundell | Commerce | Low | Closed | TTR Missed: No | 3.07 |
| INC000000589728 | Pamela Bennett | None | None | None | | TIR Missed: Yes | 2.59 |
| | Application Support | Karen Duncan | Commerce | Low | Closed | TTR Missed: No | 2.59 |
| INC000000589742 | Michael Palumbo | Telecom | Feature | Telephone | | TIR Missed: No | 0.17 |
| | Voice/Data/WAN Services | Mark Thomas | Commerce | Low | Closed | TTR Missed: No | 0.99 |
| INC000000589924 | Ron Slusher | None | None | None | | TIR Missed: No | 0.00 |
| | Metro A Desktop Support | Rodney Austin | Commerce | Low | Closed | TTR Missed: No | 0.30 |
| INC000000590093 | Jody Woolf | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Metro A Desktop Support | Nancy Hachmeister | Commerce | Low | Closed | TTR Missed: No | 0.02 |
| INC000000590292 | Mary Price | None | None | None | | TIR Missed: No | 0.12 |
| | Metro A Desktop Support | Rodney Austin | Commerce | Low | Closed | TTR Missed: No | 0.12 |
| INC000000590301 | Vilath Kinnavongsa | Network | Error | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Commerce | Low | Closed | TTR Missed: No | 0.07 |
| INC000000590675 | Maxine McBurnett | Telecom | Call/Receive | Telephone | | TIR Missed: No | 0.21 |
| | Voice/Data/WAN Services | Greg Blessing | Commerce | Low | Closed | TTR Missed: No | 0.88 |
| INC000000590949 | Ao Pauga | Application | Error | M86 | | TIR Missed: Yes | 5.21 |
| | Enterprise Security | Jay Watson | Commerce | Low | Closed | TTR Missed: No | 5.21 |
| INC000000591121 | Sally Canavan | Application | Error | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Commerce | Low | Closed | TTR Missed: No | 0.05 |

Enterprise Incident Report October 2012

As of 11/1/2012

Commerce

| | | | | | | | |
|------------------------|-------------------------|-------------------|-------------|----------------------------------|--------|-----------------|------|
| INC000000591376 | Kathy Archuleta | None | None | None | | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Edward Fortner | Commerce | Low | Closed | TTR Missed: No | 0.35 |
| INC000000591812 | Kenneth Barton | None | None | None | | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Commerce | Low | Closed | TTR Missed: No | 0.00 |
| INC000000591814 | Robert A Davis | Application | Reporting | None | | TIR Missed: No | 0.00 |
| | Help Desk | Vicky Marrelli | Commerce | Low | Closed | TTR Missed: No | 0.00 |
| INC000000592288 | Alan Peters | Telecom | None | None | | TIR Missed: No | 0.12 |
| | Voice Operations | Gail Christiansen | Commerce | Low | Closed | TTR Missed: No | 0.12 |
| INC000000592306 | Sandra Garside | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Help Desk | Brenda Treadway | Commerce | Low | Closed | TTR Missed: No | 0.00 |
| INC000000592386 | Michael Palumbo | Application | None | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Help Desk | Julie VanBeekum | Commerce | Low | Closed | TTR Missed: No | 0.00 |
| INC000000592577 | Dave Mecham | Network | Password | Novell eDirectory | | TIR Missed: No | 0.00 |
| | Help Desk | Julie VanBeekum | Commerce | Low | Closed | TTR Missed: No | 0.00 |
| INC000000592621 | Sharon Smalley | Application | Error | License Enforcement System | | TIR Missed: No | 0.20 |
| | Application Support | Derral Sorensen | Commerce | Low | Closed | TTR Missed: No | 3.46 |
| INC000000592652 | Mary Price | None | None | None | | TIR Missed: No | 0.08 |
| | Metro A Desktop Support | Rodney Austin | Commerce | Low | Closed | TTR Missed: No | 0.08 |
| INC000000592811 | Hsienming Liu | Application | Error | Novell GroupWise | | TIR Missed: No | 0.04 |
| | Application Services | Tony Larsen | Commerce | Low | Closed | TTR Missed: No | 2.04 |
| INC000000593032 | Tim Davis | PC/Laptop | Error | Microsoft Windows 7 | | TIR Missed: No | 0.00 |
| | Metro A Desktop Support | Eric Sedgwick | Commerce | Low | Closed | TTR Missed: No | 0.00 |
| INC000000593054 | Missie Stoffel | Network | Incident | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Help Desk | James Stearns | Commerce | Low | Closed | TTR Missed: No | 0.00 |
| INC000000593065 | Missie Stoffel | Application | Reporting | None | | TIR Missed: No | 0.00 |
| | Application Support | Derral Sorensen | Commerce | Low | Closed | TTR Missed: Yes | 6.77 |
| INC000000593347 | Susan Higgs | None | None | None | | TIR Missed: No | 0.07 |
| | Metro A Desktop Support | Rodney Austin | Commerce | Low | Closed | TTR Missed: No | 0.07 |
| INC000000593580 | Jennifer Chesley | None | None | None | | TIR Missed: No | 0.00 |
| | Application Support | Michele Orrell | Commerce | Low | Closed | TTR Missed: No | 0.00 |
| INC000000593591 | Deanna Aguilera | None | None | None | | TIR Missed: No | 0.00 |
| | Application Support | Michele Orrell | Commerce | Low | Closed | TTR Missed: No | 0.00 |
| INC000000593598 | Susan Higgs | Network | Performance | Novell eDirectory | | TIR Missed: No | 0.00 |
| | Help Desk | Julie VanBeekum | Commerce | Low | Closed | TTR Missed: No | 0.00 |

Enterprise Incident Report October 2012

As of 11/1/2012

Commerce

| | | | | | | |
|-------------------------|-------------------|-------------|-----------------|----------------------------------|----------------|------|
| INC000000593600 | Michael Pitts | Network | Performance | Novell eDirectory | TIR Missed: No | 0.00 |
| Help Desk | Julie VanBeekum | Commerce | Low | Closed | TTR Missed: No | 0.00 |
| INC000000593743 | Sandra Garside | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Help Desk | Brenda Treadway | Commerce | Low | Closed | TTR Missed: No | 0.00 |
| INC000000593768 | Elliot Lawrence | PC/Laptop | Performance | None | TIR Missed: No | 0.00 |
| Metro A Desktop Support | Rodney Austin | Commerce | Low | Closed | TTR Missed: No | 0.00 |
| INC000000593796 | Darlene Congrove | Application | None | Novell GroupWise | TIR Missed: No | 0.00 |
| Help Desk | Julie VanBeekum | Commerce | Low | Closed | TTR Missed: No | 0.00 |
| INC000000593984 | Marlin Barrow | Application | None | Novell GroupWise | TIR Missed: No | 0.00 |
| Help Desk | Julie VanBeekum | Commerce | Low | Closed | TTR Missed: No | 0.00 |
| INC000000594504 | Alice Hatfield | Application | Error | Content Manager | TIR Missed: No | 0.00 |
| Metro A Help Desk | Ed Conrad | Commerce | Low | Resolved | TTR Missed: No | 0.31 |
| INC000000594570 | Debbie Harry | Network | None | None | TIR Missed: No | 0.10 |
| Metro A Hosting | Tom Carney | Commerce | Low | Resolved | TTR Missed: No | 0.23 |
| INC000000594853 | Lee Avery | Application | Error | License Enforcement System | TIR Missed: No | 0.00 |
| Application Support | Derral Sorensen | Commerce | Low | Resolved | TTR Missed: No | 2.37 |
| INC000000595079 | Lee Avery | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro A Help Desk | Ed Conrad | Commerce | Low | Resolved | TTR Missed: No | 0.14 |
| INC000000595207 | Chad Beck | Application | Error | Content Manager | TIR Missed: No | 0.00 |
| Metro A Help Desk | Ed Conrad | Commerce | Low | Resolved | TTR Missed: No | 0.18 |
| INC000000595340 | Erika Tedder | Application | None | Novell GroupWise | TIR Missed: No | 0.10 |
| Metro A Help Desk | Edward Fortner | Commerce | Low | Resolved | TTR Missed: No | 0.13 |
| INC000000595591 | Cheryl Murray | None | None | None | TIR Missed: No | 0.00 |
| Metro A Help Desk | Liz Evans | Commerce | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000595866 | Leah Lindstrom | Telecom | Call Management | None | TIR Missed: No | 0.12 |
| Metro A Desktop Support | Nancy Hachmeister | Commerce | Low | Resolved | TTR Missed: No | 0.13 |
| INC000000596157 | Michael Palumbo | Application | None | Novell GroupWise | TIR Missed: No | 0.00 |
| Help Desk | Julie VanBeekum | Commerce | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000596449 | Ryan Warner | PC/Laptop | Hardware | None | TIR Missed: No | 0.00 |
| Metro A Desktop Support | Rodney Austin | Commerce | Low | Resolved | TTR Missed: No | 0.44 |
| INC000000596479 | Mary Price | None | None | None | TIR Missed: No | 0.00 |
| Application Support | Derral Sorensen | Commerce | Low | Resolved | TTR Missed: No | 0.57 |
| INC000000596554 | Cameron Dibb | PC/Laptop | None | Novell eDirectory | TIR Missed: No | 0.00 |
| Help Desk | Julie VanBeekum | Commerce | Low | Resolved | TTR Missed: No | 0.00 |

Enterprise Incident Report October 2012

As of 11/1/2012

Commerce

| | | | | | | |
|-------------------------|-------------------|---------------------|-------------|--------------------------------|----------------|------|
| INC000000597303 | Cameron Dibb | Network | Performance | Novell eDirectory | TIR Missed: No | 0.00 |
| Help Desk | Julie VanBeekum | Commerce | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000597372 | Jody Colvin | Print/Copy/Scan/Fax | None | None | TIR Missed: No | 0.07 |
| Metro A Desktop Support | Rodney Austin | Commerce | Low | Resolved | TTR Missed: No | 0.92 |
| INC000000597435 | Sally Stewart | Application | None | Gmail | TIR Missed: No | 0.02 |
| Metro A Desktop Support | Rodney Austin | Commerce | Low | Resolved | TTR Missed: No | 0.02 |
| INC000000597783 | Sheila Thomas | Application | Error | Novell GroupWise | TIR Missed: No | 0.25 |
| Application Services | Tony Larsen | Commerce | Low | Resolved | TTR Missed: No | 0.91 |
| INC000000597897 | David B Taylor | None | None | None | TIR Missed: No | 0.00 |
| Metro A Desktop Support | Rodney Austin | Commerce | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000597933 | Jim Bolton | PC/Laptop | Error | None | TIR Missed: No | 0.00 |
| Help Desk | James Stearns | Commerce | Medium | Resolved | TTR Missed: No | 0.00 |
| INC000000597940 | Erle Clair Oman | None | None | None | TIR Missed: No | 0.00 |
| Metro A Desktop Support | Rodney Austin | Commerce | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000598452 | Julie Price | Print/Copy/Scan/Fax | None | None | TIR Missed: No | 0.08 |
| Metro A Desktop Support | Rodney Austin | Commerce | Low | Resolved | TTR Missed: No | 0.08 |
| INC000000598662 | Connie Call | None | None | None | TIR Missed: No | 0.71 |
| Application Support | Jason Back | Commerce | Low | Resolved | TTR Missed: No | 1.18 |
| INC000000598744 | Marvin Sims | Application | Error | Controlled Substance Database | TIR Missed: No | 0.34 |
| Capitol Hosting | Jake Vandenberghe | Commerce | High | Resolved | TTR Missed: No | 2.72 |
| INC000000598872 | David B Taylor | Network | Performance | None | TIR Missed: No | 0.25 |
| Help Desk | Julie VanBeekum | Commerce | Low | Resolved | TTR Missed: No | 0.25 |
| INC000000598938 | Marvin Sims | Application | Error | Controlled Substance Database | TIR Missed: No | 0.06 |
| Capitol Hosting | Myciah Mattox | Commerce | High | Resolved | TTR Missed: No | 0.15 |
| INC000000599451 | Kathy Archuleta | PC/Laptop | Error | Microsoft Windows XP Professio | TIR Missed: No | 0.00 |
| Metro A Desktop Support | Rodney Austin | Commerce | Low | Resolved | TTR Missed: No | 0.11 |
| INC000000599607 | Jim Wright | None | None | None | TIR Missed: No | 0.00 |
| Metro A Help Desk | Ed Conrad | Commerce | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000599749 | Kenneth Barton | Network | Performance | Novell eDirectory | TIR Missed: No | 0.41 |
| Metro A Desktop Support | Rodney Austin | Commerce | Low | Resolved | TTR Missed: No | 0.41 |
| INC000000599952 | Desiree Engle | None | None | None | TIR Missed: No | 0.00 |
| Metro A Help Desk | Edward Fortner | Commerce | Low | Resolved | TTR Missed: No | 0.07 |
| INC000000600616 | Tom Harper | Print/Copy/Scan/Fax | None | None | TIR Missed: No | 0.34 |
| Metro A Desktop Support | Rodney Austin | Commerce | Low | Resolved | TTR Missed: No | 0.34 |

Enterprise Incident Report October 2012

As of 11/1/2012

Commerce

| | | | | | | |
|-----------------|-------------------------|---------------|----------|----------------------------------|-------------------------|------|
| INC000000600928 | Craig Livingston | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Desktop Support | Rodney Austin | Commerce | Low | Resolved TTR Missed: No | 0.53 |